



## Why have these changes been made?

The Point to Point Transport Taskforce found that the taxi industry is facing fundamental challenges from changing customer expectations and new technologies. Decades of increasing regulation have increased costs and restricted the industry's ability to innovate.

Taxis remain a crucial part of the NSW transport system but it is unviable to keep things the way they were.

These changes were recommended by the Taskforce to bring the legislation for the taxi industry into the 21st century and to free up the industry so that it can compete more effectively in providing a great service for customers.

## What has changed for taxi drivers? Have the requirements relating to a taxi driver's conduct and presentation changed?

Customers will have much greater choice. They will be able to shop around and choose the services that they think best meet their needs, based on the quality and the price of what is on offer. We expect that industry will offer high quality services as a means of attracting customers.

There are no longer requirements in law in relation to a taxi driver:

- wearing a uniform
- keeping the taxi clean
- helping customers with luggage
- turning the air-conditioning on at the request of a customer
- handling lost property.

RMS authorised officers and Police will no longer issue penalty infringement notices for the matters listed above. Service quality issues are best managed by industry participants, who have an incentive to attract and retain customers.

## What about customers who want to hail a ride or who are at a rank?

Taxis will continue to have exclusive access to ranks, and taxis are the only vehicles that can be hailed on the street by customers. This represents about 70 per cent of taxi work in Sydney.

## Where can a taxi driver accept bookings?

Taxi drivers can accept bookings for journeys anywhere in the state. Taxi drivers are the only drivers that can be hailed by a customer in the street and the only drivers that can pick up customers at a rank where their licence allows them to operate.

## **What are the changes for Wheelchair Accessible Taxi drivers?**

Wheelchair Accessible Taxi (WAT) drivers must still preference a customers in a wheelchair before considering other customers. There are strong penalties in place for WAT drivers who do not take bookings from wheelchair users.

A number of regulations have been removed for taxi drivers, including one key change for WAT drivers.

WAT drivers no longer need to ensure the taxi is available for hire for a minimum of 10 hours each and every day of the year, and. taxi is available for hire between the hours of midday and 5pm on any day.

## **Are there penalties for taxi drivers who are rude to customers or who behave unsafely?**

Taxi drivers are required to behave in an orderly manner and with civility and propriety towards any passenger, intending passenger, driver of another public passenger vehicle or authorised officer.

The penalty if the driver does not meet this requirement has increased from \$100 to \$400, and the maximum court-imposed penalty increases from \$1,100 to \$5,500.

The on-the-spot fine for failing to meet the safe driving requirements has increased from \$200 to \$400, and the maximum court-imposed penalty has increased from \$550 to \$5,500.

It is still an offence for a person to wilfully damage any part of a taxi, and the maximum court-imposed penalty has increased from \$2,200 to \$5,500.

## **Have the security requirements for taxis changed?**

Where they are currently required to do so, taxi operators are still required to ensure that the taxi is fitted with a vehicle tracking device, a duress alarm and security cameras. There is also a new requirement that these are kept in good working order at all times.

If the taxi operator fails to meet these security requirements, they will face increased penalties. The on-the-spot fine will be increased from \$300 to \$400. The maximum court-imposed penalty will increase from \$1,100 to \$5,500.

## **Can taxi drivers advertise in or on a taxi?**

A taxi driver may now display advertisements or notices in or on the taxi. Previously, drivers have needed RMS's approval to do so.

## **Is a taxi driver required to remain with the taxi?**

This requirement has been amended. A taxi driver must remain with the taxi while in the Sydney Airport Precinct or at any other airport. That is, the driver must not move more than three metres from the taxi, without reasonable excuse.

## **What is staying the same?**

Until legislation is passed:

- Taxi drivers who are available for hire must accept a hiring immediately when offered – this requirement is unchanged. There are still circumstances in which it is allowed to refuse to carry a passenger.
- Taxi drivers will still need a driver authority and will need to display it in the taxi so that the customer can see it.
- There are no changes to the fares that passengers may be charged. That is, the Government will continue to determine the maximum fare that can be charged. Although, as was previously the case, taxi drivers are still able to charge a fare that is lower than the maximum.
- The immediate regulatory changes make it possible to extend prepaid fares to other places in NSW. However, there will be no change until taxi companies have had an opportunity to consult with their local communities about introducing them in their area.

You will receive plenty of notice of any changes to these requirements.

### **RMS fact sheets for drivers:**

#### **Are you a current or interested in becoming a hire car or rideshare driver?**

Please read the Roads and Maritime Services [Point to Point Transport Hire car and rideshare drivers fact sheet](#)

#### **Are you interested in becoming a taxi driver?**

Please read the Roads and Maritime Services [Point to Point Transport Taxi Drivers fact sheet](#)

### **RMS fact sheets for operators:**

#### **Are you a current or interested in becoming a taxi or private hire vehicle operator?**

Please read the Roads and Maritime Services [Point to Point Transport Operators fact sheet](#)